

# Janice Ryner

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## DIRECTOR OF TRAINING & QUALITY

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Seasoned Director of Training & Quality with over 10 years of experience leading high-impact training initiatives that reduced onboarding time by 70%. Expert in curriculum innovation and instructional design, achieving a 25% increase in assessment scores through modern e-learning techniques. Demonstrated success in leveraging performance metrics and data analysis to improve customer support and drive a 20% boost in participant output.

## WORK EXPERIENCE

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### LA FITNESS

REMOTE

#### *DIRECTOR OF TRAINING & QUALITY*

*Aug 2016 - Aug 2024*

- Developed and deployed program standards through industry-based learning theories, resulting in a 20% improvement in participant output across diverse student populations, utilizing data analysis to drive business strategy and evaluate benchmarks.
- Mentored and trained 100+ new employees in customer care, and LMS systems.
- Developed and implemented a comprehensive Quality Assurance (QA) program that reduced onboarding time by 70% and strengthened accountability among training personnel, resulting in improved consistency and performance across instructional teams
- Developed and deployed program standards through industry-based learning theories, resulting in a 20% improvement in participant output across diverse student populations, utilizing data analysis to drive business strategy and evaluate benchmarks.

### Educate Online, Inc. K-12

#### *TRAINING & DEVELOPMENT FACILITATOR*

*Aug 2015 - Aug 2016*

- Delivered one-on-one software training to 20+ participants, reaching a 90% satisfaction rate through effective customer support.
- Customized action plans improving student retention by 60% and enhancing customer care.
- Facilitated PD sessions on instructional design and technology, earning a 95% participant satisfaction rate.
- Implemented e-learning modules that modernized training delivery for enhanced learner engagement.

### Pinellas County Public Schools

#### *TRAINING & QUALITY SPECIALIST*

*Aug 2015 - Aug 2016*

- Strengthened stakeholder relationships, doubling staff-student interactions through collaborative learning initiatives.
- Coordinated training efforts that aligned with customer care objectives.

### Broward County Public Schools

#### *TRAINING & DEVELOPMENT FACILITATOR*

*Aug 2007 - Aug 2014*

- Aligned professional development with state curriculum, achieving 90% educator participation and upholding quality standards.
- Guided a team to a 90% exam success rate via innovative coaching, enhancing overall customer support.
- Set development standards that ensured 100% performance metric accuracy and aligned with strategic goals.
- Launched interactive workshops and microlearning sessions, boosting retention by 80%.
- Managed district-wide training enrollment in 90% of schools through effective project management.
- Coordinated vendor partnerships to enhance QA software integration and training outcomes.

## EDUCATION

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<b>Broward College</b> PMI Program Management Ready Certification	<i>Jan 2024</i>
<b>National University (E-Learning)</b> Doctor of Education	<i>Jan 2023</i>
<b>Nova Southeastern University</b> Master of Science, English Education	<i>Jan 2017</i>
<b>Nova Southeastern University</b> Master of Science, Gifted Education	<i>Jan 2011</i>
<b>Nova Southeastern University</b> Master of Science, Reading Education	<i>Jan 2009</i>
<b>Florida Atlantic University</b> Bachelor of Science, Health Services Administration	

## SKILLS

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**Training & Learning Development:** Training Design, E-learning, Instructional Design, Curriculum Development

**Quality & Support Analysis:** Quality Assurance, QA Software, Performance Metrics, Data Analysis

**Project & Vendor Management:** Project Management, Vendor Management, LMS Administration, Customer Support

**Operational Excellence:** Onboarding Strategy, Continuous Improvement, Process Improvement, Stakeholder Engagement